Message: RE: Database Questions

✉ **RE: Database Questions**

From	Kraft, Emily	**Date**	Thursday, March 9, 2017 12:42 PM
To	'Kristen M. Setterlund, MSW, LCSW'		
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I think the system should allow employee level users to modify monthly forms and I'm solidly in favor of making things as easy on you whenever possible, so doing it that way works just fine for me.

From: Kristen M. Setterlund, MSW, LCSW [mailto:KristenS@LFCS.org]
Sent: Thursday, March 09, 2017 11:59 AM
To: Kraft, Emily
Subject: RE: Database Questions

Hi Emily,
I wanted to follow up with you on March monthly reports that you noted below. I was in touch with our subcontractor-CCKC, and they were hoping they could have workers enter the monthly reports as they meet with clients throughout the month, so that workers will remember what services were provided on a given day. If you give approval for this, they will fill out a report the first day they meet with a client in a given month and then update the form throughout the month as additional services are provided. They thought this might be easier for their workers because they are already entering case notes into the CCKC database within 48 hours of providing services, so the information is more fresh in their minds. I wanted to see if you would feel comfortable with this process.
Thanks,
Kristen

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From: Kraft, Emily [mailto:Emily.Kraft@oa.mo.gov]
Sent: Monday, March 06, 2017 12:27 PM
To: Kristen M. Setterlund, MSW, LCSW
Subject: RE: Database Questions

Hi Kristen - You only answer yes if you provide the service. Talking about educational opportunities or job training counts as part of case management services. If you actually paid for a client's class or books, or hosted a job training class at your facility that the client attended, that would be job training/educational services.

Other than entering the client monthly forms into the system, you do not need to send any additional client service reports to me every month Speaking of monthly forms... it appears that two of your clients, ████████████████████████████) already have March monthly forms entered, when they shouldn't until April. It appears that both clients are assigned to Marianne Brachman, so it may be worth reminding her that she should not be entering monthly client forms for a month until that month is actually over.

As for building primitive ad-hoc reports, I can do that (although I think breaking out by sub would be a challenge for me), but there doesn't seem to be much a point in doing so if the only reason you need it is because you think you need to send it back to me.

From: Kristen M. Setterlund, MSW, LCSW [mailto:KristenS@LFCS.org]
Sent: Monday, March 06, 2017 11:57 AM
To: Kraft, Emily
Subject: RE: Database Questions

Hi Emily,
Thanks for the answers to the questions below. We all have PCs at my agency and have continued to use Internet Explorer to get into the database, as that is the browser that worked with the old system. If it's better to use Google Chrome, we can though. Regarding reports, the top priority for us is a report to run totals of clients served and the data entered into the monthly reporting form so we can use the database to complete our reports to you each month. This includes number who participated in case management, job training or educational services and prenatal classes. As I am typing that, I thought of another question. For job training and educational services, should we be making yes on the monthly reporting form if we discuss those things with clients or if we provide payment for services?
Thanks,
Kristen

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From: Kraft, Emily [mailto:Emily.Kraft@oa.mo.gov]
Sent: Friday, March 03, 2017 2:18 PM
To: Kristen M. Setterlund, MSW, LCSW
Subject: RE: Database Questions

Hi Kristen –

See answers in red below.

From: Kristen M. Setterlund, MSW, LCSW [mailto:KristenS@LFCS.org]
Sent: Friday, March 03, 2017 1:58 PM
To: Kraft, Emily
Subject: Database Questions

Hi Emily,
We had a few more questions that have come up and wanted to make sure we are handling things
correctly.

1. Income verification on birthing outcome – since our many of our clients are on maternity
leave but are not paid, should we include their anticipated income or their income at the time
of the child's birth, which will often be zero? The income portion of the birthing outcome
serves as an eligibility determination checkpoint for the program, so if you put zero down for
a client on unpaid maternity leave who will actually have an income in a few weeks that could
exceed the eligibility limit, it would end up saying she is eligible when she is not. Therefore, if
a client was previously working prior to going on maternity leave, enter the income that she
had prior to going on her maternity leave and that expects to have when she returns to work.
If she was not working prior to going on maternity leave and is still not working or does not
anticipate going back to her job, I would put zero.

2. We have come across three clients that do not have a middle name on their birth certificate.
Since we have to have a middle name to enter them, should we put N/A in that box? If a
client does not have a middle name, put something obviously intentional in there, like "No
Middle Name" that way if for some reason we have to look into that client for whatever
reason, we're not looking for a client based off of information that appears correct but is
actually incorrect.

3. Under living arrangements, we have some clients who lives with extended family members.
None of the options seem to fit for that situation. Would it be possible to add that or should
we mark "Lives alone" because the other options do not apply? Also, homeless was included
in the past. We can mark "lives alone" if needed, but wanted to see if it would be better to
add that too. I can request that ITSD add those options. For the time being, use "lives alone"
for homeless and "lives with friends" for extended family members.

4. How should we record if a client was biracial? In the past, we could select multiple races, but
now we can only select one. If they could change it to select two or add "biracial," that would
be great. Great suggestions. I can talk to ITSD about this as well, however, I have a sneaking

suspicion that changing the race field from a single selection to a multiple selection may be difficult. "Biracial" may be easier.

Also, we are still having issues with the database kicking us out while entering an intake. In the middle of entering, it goes back to the main page and makes you start over. We can't figure out what is causing it to happen, but wanted I wanted to give you an update in case ITSD has been working on it. Also, one other question my subcontractors have been asking me. Is there a time frame on when reports will be available in the database? I know you said the focus had been on getting it up and running, but wasn't sure if that was something we could anticipate in the next couple months or further down the road. I know ITSD is currently trying to figure out what the issue is with the system doing weird things on the intake form. Are you using a PC or Mac?

As for the reports, last I heard, this was something they would be building "as they have time." However, I know that ITSD is always very busy, so I don't know what the actual timeframe is on that. I also know that they have been bombarded with emails from me about various user issues with the database launch, so I know that's adding to their workload. What kind of reports are you needing the most? I can at least communicate what reports I'd need before others, or possibly even be able to run primitive reports myself in the meantime if I can get access to the back end of the database.

Thanks,
Kristen

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